



familybasedcare Tasmania

ACCESS TO SERVICES POLICY

ID No: FBCNW - 10 - 420

Version: 4.0

Applies to: All Employees

Applicable Standards:

- Home Care Standards
- Aged Care Quality Standards
- NDIS Rules 2018

Applicable Legislation:

- Aged Care Act 1997
- Tasmanian Disability Services Act 2011
- Anti-Discrimination Act 1998

Contractual Obligations:

Family Based Care Tasmania (the Association) is committed to maximising access to services for everyone within program target groups and to ensuring equity of access across eligible service users. The Association will work within its available resources to optimise access for people to services and activities.

The Association will:

- identify and facilitate the removal of barriers for people in the target groups
- use service planning to maximise accessibility for people in the target groups, ensuring that all services, activities, facilities, and premises are designed to maximise physical and cultural accessibility for service users
- use proactive information strategies for potential service user groups to increase knowledge and understanding of the organisation and the services offered
- regularly review accessibility of services and use this information to improve access wherever possible
- ensure premises are situated in localities which ensure ease of access by target groups
- ensure premises are physically accessible to people with limited mobility or disability
- aim to provide services in as flexible manner as possible to meet the needs of individuals
- aim to identify and accommodate cultural and language needs of people within the target groups
- ensure Interpreters are accessed for any person requiring this assistance.

The CEO will be responsible for reviewing the effectiveness of physical and cultural access strategies as part of continual review processes, making recommendations to the Board for capital expenditure to resolve identified issues.

Authorised by:

Date:

18/11/19

President of the Board